

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I have been through two of the "major" cellphone providers and both have double and triple charged me on my bill. It would take talking to sometimes up to five people in customer service to resolve the dispute. This happened every month! I spent more time going through my cellphone bill and talking to customer service reps who were probably not even from this country(sourced out) than I spent with my daughter! In addition, I had a phone company tell me at the end of my contract that I could still use the phone until I decided what company I wanted. When I went with someone else after two weeks they said that I resigned a contract by doing what I did (they didn't tell me this) I didn't even have the authority to do this! It was under my moms name on a family plan. they socked us with the three phone early contract break charges and now I am stuck with a 900.00 in phone charges! This is as far as I am concerned fraud! and I am so angry! and they do it still because they can!!! I am now with a prepaid wireless and wish I had done this years ago! The only drawback is if I want the phone with all of the gadgets I have to pay alot of money. But, it is still cheaper than getting it through a plan. Nothing is ever free with these phone companies. You ever wonder why you can get a phone with alot of gadgets for such a good price? Ever wonder why your phone bills are so astronomical and you hardly ever use the phone? Put two and two together. I would rather buy the phone out of my own money!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,

Shannon Trainor